POSITION DESCRIPTION

Position Title: Insurance Officer
Organisation Unit: Governance & Risk
Position Number: 3011567
Type of Employment: Full-Time, Fixed-Term – 12 months
Classification: HEW Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and
biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Governance and Risk Division within the Chief Operating Officer’s portfolio provides leadership, strategic direction and management to enable effective and efficient governance and risk management towards delivering the University’s planned outputs and outcomes. The Division is responsible for the development and management of the University’s enterprise-wide governance, risk management, compliance and procurement frameworks facilitating their adoption, and providing assurance on their effectiveness.

The Division comprises the following specific functions: Governance, Enterprise Risk, Insurance Services, Compliance, Enterprise Procurement, and UQ Travel.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

To provide administrative and customer service support to Insurance Services; including general insurance assistance and advice to staff and students of the University of Queensland and external bodies.

Duties

Duties and responsibilities include, but are not limited to:

Administration / General

- Provide assistance to staff and students in relation to the University’s range of insurance policies.
- Liaise with the University’s insurers and brokers regarding UQ insurance coverage and actual and potential insurance claims.
- Coordinate the preparation of the Data Collection for the annual renewal of the University’s insurance policies.
- Provide Certificates of Currency for Staff and Students undertaking overseas travel.
- Process payment of insurance premiums, other insurance-related invoices and internal cost allocation according to UQ policy and procedure.
- Monitor and maintain Insurance Services’ webpages to ensure content is current.
- Maintain Insurance Services’ internal manual and other records relating to UQ’s insurance portfolio.
- Participate in and take minutes of meetings as required.

**Claims**
- Maintain the insurance claims / loss database.
- Respond to client enquiries regarding potential and existing insurance claims.
- Maintain insurance claim records.
- Review, update and monitor insurance claim files.
- Archive closed insurance claim files.

**Other**
- Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  - the [University's Code of Conduct](#)
  - requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
  - the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
  - requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**

The position reports to the Manager, Insurance Services.
SELECTION CRITERIA

- Demonstrated competence in the conduct of insurance-related administration including the ability to review work practices and update procedures and processes.
- Knowledge of the processing of insurance claims in a large to medium sized organisation or the demonstrated ability to rapidly acquire such knowledge.
- Excellent interpersonal skills including the ability to communicate effectively with clients by telephone and email.
- Ability to prioritise and manage own workload, work independently and consistently meet deadlines.
- Completion of a relevant degree with subsequent relevant experience, or extensive experience and specialist expertise or broad knowledge in relevant technical or administrative fields, or an equivalent combination of relevant experience and/or education / training.
- Experience in the use of a wide range of computer applications (particularly Microsoft Excel, Word, PowerPoint and Access) in a large to medium sized organisation or the demonstrated ability to rapidly acquire proficiency in new computer applications.
- Sound knowledge of a range of insurance products relevant to the University, or the demonstrated ability to rapidly acquire such knowledge.
- Knowledge and understanding of the University’s financial management policies and procedures found in the University’s Policies and Procedures Library (PPL), or the demonstrated ability to rapidly acquire such knowledge.

Desirable

- Demonstrated ability to accurately interpret insurance policy wording.
- Experience working in a higher education provider or comparable complex environment.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.